





## MiScorecard Performance Summary

Business Unit: Environmental Quality  
 Executive/Director Name: Dan Wyant  
 Reporting Period: May 2013  
 Date Approved: 6/14/2013

Green: >90% of target  
 Yellow: >= 75% - 90% of target  
 Red: <75% of target  
 Scorecard Status: Final

	Metric	Status	Progress	Target	Current	Previous	Frequency	Metric Definition
<b>Customer/Constituent</b>								
C01-12	Percent of Environmental Assistance Center (EAC Calls) returned by assistance specialists within 1 business day.	Green	=	100%	100% FY13 Q2	100%	Quarterly	Demonstrates excellent customer service.
C02-13	Number of attendees at DEQ-sponsored training events such as workshops, conferences and online learning that report taking a positive environmental action as a result of the event			3000	N/A New for FY13	N/A	FY Annually	These activities are important because they help the regulated community achieve compliance and assist residents in taking proactive steps to protect and enhance the environment.
C03-13	Number of DEQ program customer service survey respondents that report excellent customer service	Green	👍	100%	97% FY13 Q2	94%	Quarterly	Provides data to indicating the level of perceived excellent customer service.
C04-12	Number of DEQ permits issued			N/A	9277 FY 2012	9580	FY Annually	New measure for FY12. There is a perception that DEQ denies many permits. This measure, along with the subsequent measure, will provide information to determine whether perception meets reality.
C05-12	Number of DEQ permits denied			N/A	48 FY 2012	71	FY Annually	New measure for FY12. There is a perception that DEQ denies many permits. This measure, along with the previous measure, will provide information to determine whether perception meets reality.
C06-13 EEDB	Counties where residents have convenient access to recycling		👍	45 Annually	24 FY13 Q2	21	Quarterly	To expand waste utilization, Michigan will work to ensure that all residents have convenient access to recycling. Recycling enables the use of waste as a resource.
<b>Financial</b>								
F03-13	Increase percentage of electronic cash transactions			30%	10% New for FY13	N/A	FY Annually	This will enhance the efficiency of the financial process.
<b>Internal Business Process</b>								
B01a-13	Average number of calendar days to process consolidated land/water interface permits (includes wetland, lakes, streams, and floodplains)			90	N/A New for FY13	N/A	FY Annually	Timely processing of the consolidated land/water interface permits (includes wetlands, lakes, streams, floodplains) has a positive impact on Michigan's business and economy.
B01b-13	Average number of calendar days to process wetland permits	Green	👍	90	21 New for FY 13	27	FY Annually	Timely processing of wetland permits has a positive impact on Michigan's business and economy.
B02-12	Average number of calendar days to process an air Permit to Install	Green	👍	180	65 FY13 Q2	78	Quarterly	The target is based on a timeline established by a lean processing initiative. Timely issuance of these permits can have a positive impact on Michigan's businesses and economy.
B03-12	Average number of calendar days to process an air Renewable Operating Permit	Green	👍	300	259 FY13 Q2	313	Quarterly	The current data are for those permits reviewed under the new system. The target is based on a timeline established by a lean processing initiative. The Renewable Operating Permit contains all applicable state and federal air quality requirements.
B04-12	Average number of calendar days to process surface water discharge (NPDES) permits for new uses	Green	👎	180	109 FY13 Q2	86	Quarterly	Timely processing of applications for discharges to the surface waters provides a benefit on Michigan's business and economy while providing the public with an opportunity for input.
B05-12	Average number of calendar days to process groundwater discharge permits for new uses	Green	👎	180	57 FY13 Q2	34	Quarterly	Timely processing of applications for discharges to the groundwaters provides a benefit on Michigan's business and economy while providing the public with an opportunity for input.
B06-12	Average number of calendar days to process water main construction permits	Green	👍	15	10.2 FY13 Q2	10.8	Quarterly	Number of days to issue a water main construction permit after receipt of an administratively complete application. The target is based upon the time allowed for an expedited review request. Timely issuance promotes economic development.
B07-12	Average number of calendar days to process sanitary sewer construction permits	Green	👍	30	12 FY13 Q2	16	Quarterly	Number of days to issue a sanitary sewer construction permit after receipt of an administratively complete application. The target is based upon the time allowed for an expedited review request. Timely issuance promotes economic development.
B08-12	Average number of calendar days to process Solid Waste Disposal Area Construction Permit applications	Green		120	NA FY13 Q2	119	Quarterly	Timely issuance of these can have a positive impact on Michigan's businesses and economy.
B09-12	Average number of calendar days to process Brownfield grants and loans	Green		75	55 FY13 Q2	None awarded	Quarterly	The target is applied to all grant and loan projects to foster an efficient and responsive Brownfield Redevelopment Program. Timely issuance of these grants and loans can have a positive impact on Michigan's businesses and economy. There were no grants or loans issued July to September 2012.
B12-13	The average number of calendar days to review an Act 381 Workplan	Green	=	60	40 FY13 Q2	40	Quarterly	Act 381 Workplan approvals are critical for Brownfield Redevelopment proposals to proceed in a timely manner and get financing necessary to support the project.
B13-13	The average number of calendar days to review Part 201 and Part 213 submittals selected for review/audit	Green	👍	120	71 FY13 Q2	80	Quarterly	The average number of days that RD takes to review Part 201 and Part 213 submittals that are selected for review. Not all submittals will be selected for review and no review shall take longer than 150 days.
<b>Learning and Growth</b>								
L01-12	Percentage of staff participating in supervisor approved training and professional development opportunities	Green	👍	70%	92% FY 2012	76%	FY Annually	Percentage of staff participating in supervisor approved training and professional development opportunities.
L02-12	Percent of staff completing a workload analysis evaluation	Green		50%	63% FY12 (New for 2012)	N/A	FY Annually	Workload analysis evaluation improves the effectiveness of the overall organization.
L03-12	Employee Landscape Champions Percentage Measure	Red		60%	41% FY12		FY Annually	Percentage of Champions within the DEQ per Survey Results
<b>Environmental Stewardship</b>								
S01-12	Number of restored Beneficial Uses at Great Lakes Area of Concern contamination sites	Green		10 for FY 2012	10 for FY 2012	11 for FY 2011	FY Annually	Cleaning up the most contaminated sites on the Great Lakes is a DEQ priority, which is shared by EPA and other Great Lakes States. Cleaning up these sites allows for environmental function and social and economic benefits that were prevented by the contamination. Progress in the effort is marked by a formal process to acknowledge when these "beneficial uses" have been restored.

S02-12 IDB EEDB	Volume (billion gallons) of raw sewage discharged	Red		5	8 CY 2011	2	CY Annually	Amount of raw sewage (SSO or untreated CSO) discharged and reported to the state in accordance with Parts 31 (MCL324.3112a). When raw sewage is discharged directly into waterways, it diminishes water quality which can impact public and ecosystem health, and recreational use of Michigan's waters. This metric is updated in September reporting the previous Calendar Year's data.
S03-12 IDB	Number of dam failures	Red			3 CY 2012	2	CY Annually	Dam failures can result in loss of life, significant property damage, loss of recreational resources, and significant environmental damage.
S04-12 IDB EEDB	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season	Yellow		100%	76% CY 2012 (Rec Season)	72%	FY Annually	Percent of monitored beaches with no closures or advisories due to unacceptable levels of E. coli during the recreational season.
S05-12 EEDB	Percent of counties in Attainment with the National Ambient Air Quality Standards (NAAQS)	Green	=	100%	90% FY13 Q2	90%	Quarterly	Percent of counties in attainment with the National Ambient Air Quality Standards (NAAQS). EPA has identified 7 counties not meeting the standard for fine particulate and EPA has recently designated one county as not meeting the lead standard. DEQ monitoring data demonstrates the fine particulate standard is being met and has requested this designation to be changed by EPA.
S08-12	Percentage of population served by community water supplies that are in compliance with health-based standards in the Safe Drinking Water Act	Green		100%	97% FY 2012	99%	FY Annually	Demonstrates that community water systems meet applicable health-based drinking water standards.
S10-12	Percent of new water withdrawals registered that do not cause an adverse resource impact.	Green	=	100%	100% CY 2012	100%	CY Annually	Protects natural hydrology of rivers.
S12-13	Percentage of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Human Exposures Controlled	Red	=	95%	51% FY13 Q2	51%	Quarterly	New measure for FY13 - Human exposures to contamination controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.
S13-13	Percentage of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Groundwater Controlled	Red	=	95%	48% FY13 Q2	48%	Quarterly	New measure for FY13 - Contaminated groundwater controlled at 95% of the Michigan Corrective Action baseline of 119 hazardous waste facilities by the end of 2020.
S14-13	Percentage of Hazardous Waste GPRA 2020 Corrective Action facilities that meet Construction Complete	Red	=	95%	31% FY13 Q2	31%	Quarterly	New measure for FY13 - Complete construction of final remedies milestone at 95% of the Michigan-GPRA 2020 Corrective Action baseline of 119 facilities by the end of 2020.
S15-13	Number of Part 201 and Part 213 sites that are reliably managed and risks are controlled or eliminated			300	N/A New in FY13	N/A	FY Annually	The number of sites where known risks have been acceptably managed during the Fiscal Year. Includes Approved Partial Closures, No Further Action, Response Action/Remedial Action, Closure, or Due Care plan approvals and No Further Regulatory Interest determinations. New metric for FY13.
S16-13 EEDB	Percent of significantly harmful aquatic invasive species for which control measures are in place			24% by 2017	23% FY 2012	N/A	FY Annually	Aquatic Invasive Species (AIS) are non-native species whose introduction may cause economic or environmental harm. While not all AIS are destructive, managing the impact of harmful species is important to maintain Michigan's natural resources, economy, recreational areas and protect public health. AIS enter our waters in various ways, including from ballast water discharges of ocean-going ships, intentional or accidental releases of species into waterways or from natural migration. Known AIS with significant impact include Asian carp, zebra mussels, phragmites and the sea lamprey.